GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:1778
ANSWERED ON:04.05.2016
Feedback/Complaints through Social Media
Jaiswal Dr. Sanjay;Manjhi Shri Hari

Will the Minister of RAILWAYS be pleased to state:

(a) the details of strategies that are being adopted by the Railways to improve its public outreach efforts;

(b) the details of social media platforms especially Twitter that have been used extensively over the last one year;

(c) whether the Railways addresses only those complaints which are registered through Twitter account and if so, the reasons therefor;

(d) the number of complaints handled via this platform during the last one year, month-wise; and

(e) the medium apart from Twitter through which complaints are registered in the Railways in order to get immediate assistance?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI MANOJ SINHA)

(a) In addition to traditional media such as press releases, display advertisements through print and electronic media, social media platforms like Facebook, YouTube, Twitter, Instagram are extensively used to reach out to the general public.

(b) Twitter accounts of all the Board Members, General Managers/Divisional Railway Managers of all Zonal Railways have been started from August, 2015. Information and complaints regarding Indian Railways are also received and responded to on twitter.
(c) to (e): No, Madam. Complaints/suggestions/assistance from the passengers/rail users and public at large are received through various sources like e-mails, letters, All India Helpline No.138, Security Helpline No.182, Complaint Management System (COMS) Portal, Centralised Catering Service Monitoring Cell (CSMC), Central Public Grievance Redress and Monitoring System (CPGRAMS) in addition to Twitter.
Tweets are received on Twitter handles of Indian Railways including the Ministry of Railways' Twitter handle namely @RailMinIndia. Total number is not compiled centrally. Actionable tweets containing complaints, suggestions, assistance, etc. are sent to the concerned authorities for appropriate resolution.
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